

# RECORD TIMES

June  
2019

Vol. 25 / No. 6

A monthly newsletter for employees of the Clerk of the Superior Court's Office

## Award-Winning Teamwork!



## The best CASE scenario occurs for staff

Seventy-four employees honored this month through Office's Employee Recognition Program

“W”inning a case” means one thing in Court to a party, but to a court employee, “winning a CASE” means something completely different – and it is reason for a party.

The explanation for this is that CASE, which stands for Celebrating And Saluting Employees, is a recognition program that is held once a year to honor the outstanding efforts of staff. Employees who win a CASE award are given special recognition and a

CASE Teamwork Award winners from the Great Plains Financial Implementation Team (Downtown Group) are (left to right) Teri-Lee Harney, Victor Canisales, Kathy McClaning, Oni Boston, Diana Hoover, Edie Friss, and Harriette Bills, along with Clerk of the Court Jeff Fine. There are three other members of this team who are located at the Customer Service Center. Their photo is on page 6.

trophy at the yearly Office events.

The CASE Awards are presented at each office location and the Northwest (NW), Downtown (DT), and Customer Service Center (CSC) Office areas were the final locations to have the event this year. Like the other Office areas, NW, DT, and CSC staff were recognized for their performance in the areas of teamwork, customer service, leadership, and overall excellence. Photos of the recent winners are on [pages 3 - 7](#).

## The Old Courthouse turns 90 this year



The Old Courthouse opened in 1929

The 90th Anniversary of the opening of the Old Courthouse was commemorated this month by the Superior Court and Maricopa County Justice Museum and Learning Center. The event took place on June 14. It included a band performance and actors dressed in 1920s attire. See [page 8](#) for photos from the event and comments from Clerk employees who have worked or currently work in the historic building.

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# Timely Service

**Timely Service** - A section of recent email messages, note cards, phone calls, and letters about Clerk employees who provided *timely service*.

## CO-WORKER COMPLIMENTS

**About: Donna Hall**

**From: Jessica Fotinos**

Special Counsel Jessica Fotinos recently sent an email to Administrator Melanie Fay regarding the great help **Donna Hall** provides to her. She wrote, "Donna goes above and beyond to assist me when I have questions concerning a myriad of issues. I frequently call her with questions regarding lodged documents, sealed documents, criminal dispositions and criminal miscellaneous minute entries, and she always takes the time to provide me with the information I need, as well as a detailed explanation as to the processes involved with these types of documents. Donna has a wealth of information and is always willing to share it and engage in thoughtful dialogue with regard to processes and procedures. Donna is a tremendous asset to me and to the Office as a whole. KUDOS to Donna for all she does!"

**About: Jennifer Cardenas**

Communications' Len Keso sent an email to Supervisor Mike Mejia thanking him for allowing **Jennifer Cardenas** to assist him at the Downtown Recognition event this month. Len also told Jennifer, "You are awesome. Thank you so much for your help with the event. It was maybe the largest one we have ever had. You were a great help and you maintained your great smile throughout the event!"

## CUSTOMER COMPLIMENTS

**About: Jennifer Bailey**

Northeast Courtroom Clerk **Jennifer Bailey** recently received an email from Judge Pro Tem Kathi Felton saying, "Thanks again for your help yesterday! It is always reassuring to have a clerk who is willing to interject when necessary and be so helpful as needed. I do appreciate your assistance when serving as pro tem. Not every clerk is as

willing to provide much needed information when pro-tems are floundering without access to iCIS or the full case history."

**About: Glenda Bernal de Villa**

Support Services Supervisor Cheryl Marzella received a phone call from a customer letting her know what great service she received from **Glenda** in Support Services. She said Glenda was very polite, professional, and fast. She said she felt very fortunate to have had Glenda be the one who helped her.

**About: Edith Witherspoon**

A customer made a special effort to talk to Supervisor Cheryl Marzella and tell her that Support Services **Edith Witherspoon** did an excellent job assisting her in a probate matter. She was extremely pleased with the service Edith provided and wanted to let Cheryl know that in person.



**About: Carrissa Martinez and Samantha Marx**

Two compliments from Superior Court personnel were given this month to two courtroom clerks.

First, Judge Lang complimented Courtroom Clerk **Carrissa Martinez** and thanked her for handling a challenging case one day. There was an unusually large amount of paperwork involved and she approached the situation with a positive attitude.

The second compliment came from Judge Korbin Steiner's judicial assistant, who complimented Courtroom Clerk **Samantha Marx** in an email to her supervisor. The JA wrote, "As always, you sent great coverage yesterday. Sam is always a very pleasant and helpful young lady. We all like her. Good worker and efficient!"

# AND THE AWARD GOES TO...

Photos of recent C.A.S.E Award winners with the Clerk of the Court Jeff Fine



## TEAMWORK AWARD

Elections Challenge Subpoena Team

Chris Driscoll, Mike Mejia, Clarissa Cruz, Jenela Fierro, Emily Hughes, Eufemia Vazquez, and Jennifer Cardenas.



## EXCELLENCE AWARD

Aurora Avina



## EXCELLENCE AWARD

Lyndsay Sickles



## CUSTOMER SERVICE AWARD

Evelyn Laborin



## EXCELLENCE AWARD

Valerie Stevens



2019 CASE Awards  
Celebrating And Saluting Employees



# AND THE AWARD GOES TO...

Photos of recent C.A.S.E Award winners with Clerk of the Court Jeff Fine



**LEADERSHIP AWARD**  
Maria Saldana



**CUSTOMER SERVICE AWARD**  
Angelique Rodriguez



**CUSTOMER SERVICE AWARD**  
Margaret Brickman  
Betty Lopez-Mori



**CUSTOMER SERVICE AWARD**  
Barbara Navarro



**TEAMWORK AWARD**  
Safekeeping of Wills  
Project Team -  
Chris Driscoll and  
Maridel Soileau



**EXCELLENCE AWARD**  
Kristyl Howard



**TEAMWORK AWARD**  
Downtown Criminal  
Courtroom Services  
Supervisors Team -  
Veronica Morales,  
Carrie Montoya, Sarah  
Beery. Not pictured:  
Andrew Schmidt and  
Donna Courtemanche



**OTHER AWARDS**  
(Not Pictured)

Customer Service  
Award -  
Bill Harvey

Excellence Award -  
Monica Mogel



# AND THE AWARD GOES TO...



More photos of recent C.A.S.E Award winners  
with Clerk of the Court Jeff Fine

## EXCELLENCE AWARD

Rebecca  
Miller



## EXCELLENCE AWARD

Jennifer  
Escarcega



## TEAMWORK AWARD

Downtown Non-Criminal  
Courtroom Services  
Supervisors  
Wendy Thompson,  
Susan Morris, and  
April Cannon



## EXCELLENCE AWARD

Lisa Smith



## TEAMWORK AWARD

Early Disposition  
Calendar Team -  
Laura Franco  
Theresa Sandoval



## EXCELLENCE AWARD

Olivia  
Hernandez



### 2019 CASE Awards Celebrating And Saluting Employees

# AND THE AWARD GOES TO...

More photos of recent C.A.S.E Award winners with Clerk of the Court Jeff Fine

EXCELLENCE AWARD  
Len Keso



EXCELLENCE AWARD  
Esmeralda Canez



EXCELLENCE AWARD  
Aaron Sneddon



EXCELLENCE AWARD  
Chuck Gobble  
Gene Yamamoto



EXCELLENCE AWARD  
Lisa Hebert



TEAMWORK AWARD  
Great Plains Financial  
Implementation Team -  
Jeanette Farrison,  
Ron Bitterli,  
Lisa Hebert



## Congratulations!

# AND THE AWARD GOES TO...

More photos of recent C.A.S.E Award winners with Clerk of the Court Jeff Fine



## TEAMWORK AWARD

### Northwest Team -

Jackie Ortiz, Margie Stacy, Lyndsay Sickles, Evelyn Laborin, Aurora Avina. Not pictured: Jessica Bernal, Ashley Frausto, and Julie Garcia



## TEAMWORK AWARD

### Couriers/Mail Room Team -

Robert Abril, David Wolff, Dean Kaar, Dominic Navarro, Chuck Gobble, and Brian Bradley



## TEAMWORK AWARD

### Distribution Team -

Emily Hughes, Sushmy Ballachanda, Sarah Dignard, Nina Parmar, and Chuck Gobble



## TEAMWORK AWARD

### ITGLAN

### Administrators Team -

Scott Hensel, Steve Lauer, Ruben Trejo, Brian Herron, Clint Yonce, and Andy Kish



# CLERK CONNECTION

## The experience of working in the historic Old Courthouse



The Probate File Counter in the OCH just prior to moving out of the building.

Last summer, the Clerk's Office moved the Probate File Counter out of the Old Courthouse marking the first time in decades, and perhaps since the building's existence, that the Office did not have a departmental presence in the historic facility. Today, there are some courtroom clerks who remain working in the building, but the days of the Clerk's Office having an actual office/department presence are gone. This month, the **90th anniversary** of the building was commemorated at a special event. To mark this historic occasion, following are some comments from Clerk employees who worked in the building at one point or work there now.

**Chris Cerrato** - I worked in the OCH 12 years ago. I was in the Probate File Counter area on the 1st floor. I liked that the ceilings were high, the doors and trim were real wood, and the windows actually opened – we got to work with a cool breeze on a few occasions in the winter months.

**Erika Morgenstern** - To work in the OCH is like going back in time. The architecture, the grand staircase, and the courtrooms with the beautiful wooden benches is probably what it was like in the early 20th century in courts throughout the country. There is a certain air about the building itself and the courtrooms. It is a piece of history.

**Celeste Armbruster** - I have worked in the OCH for two years and absolutely love it. There is a certain tranquility, which I believe comes from its charming architecture, both inside and out. There are unique touches everywhere, from the intricate light fixtures, to the beautifully worn red tiles, and even the ceiling on the 1st floor, which is stunning. I also love its location and the walkability to so many great sights, public transportation stops, and convenient places to eat and enjoy lunch.

**Chris Driscoll** - Before they re-did all the window fixtures several years ago, we could open the windows in nice weather. It made for a very pleasant environment. I also remember several clerks going ghost-hunting in the old jail on the 6th floor before it was made into a museum...while on break, of course.

**Maridel Soileau** - I loved the building's character and history, all the natural light, and being able to see outside. I miss that building, it was my home for most of my time here at the Office.

**Steve Greth** - OCH is like its own little community inside the big city of the court complex. Everybody knows everyone, peaceful, and contained. I loved working in there, when I did.

**Susan Lucero** - The OCH amazing! The history, along with the furnishings, puts you back in time.

**Andi Z. Gonzalez** - I love recalling my time there. I literally consciously thought to myself - I am so lucky to work here; I love this building; this building is so beautiful.

**Cecilia Alfaro-Arndt** - I worked in the OCH for four years. I loved being in such a historical building.

**Richard Gonzalez** - I worked there in 1995 & 1996. While working there, the movie "No One Would Tell" was being filmed in the ceremonial courtroom and we had the privilege of seeing the actors below our windows on their meal break.

**Layci Dewey** - Being in the Old Courthouse gives you an extraordinary historic feeling. Judges are seated higher, voices booming in the acoustics of the historic courtrooms. The Renaissance-esque spiral staircases flood the atmosphere with a classic Roman feel, fitting for a courthouse as Roman law is a pillar in legal history. The proud feeling is bolstered by the memory of Sandra Day O'Connor as you walk the halls of this amazing building, knowing that someone so great once walked the same path.



Photos from the OCH's 90th Commemoration Event



# Clerk Work

*Work projects within the Clerk of the Court's Office*

## Where there is a WILL there is a way

Going back in Maricopa County history from the 1800s up to 1984, a person was able to submit their personal will to the Clerk's Office for safekeeping. In 1984, the statute that authorized this provision was repealed. However, the Clerk's Office still had to maintain the thousands of paper wills that had been turned in to them over the decades. These wills were most recently stored in a vault in the Customer Service Center and the mechanism for retrieving a will was a paper, manual process using an old library card catalogue.



Maridel and Chris had the WILL-power to undertake a large project to develop a better system.

Seeing the need to ensure a better record-keeping and retrieval system of these wills the Office had in its possession, Probate Registrar **Maridel Soileau** and Project Manager **Chris Driscoll** agreed it was in the best interests of the Office to address the issue. As a result in July 2018, they launched the **Safekeeping of Wills Project**.

As of this month, they have all but completed the monumental task. The results include:

- 1) Five different outdated WordPerfect lists have been reformatted and put into an Excel spreadsheet. This involved over 10,000 entries between the wills the Office had for safekeeping and the paper receipts. This spreadsheet is now available on the S:Drive.
- 2) All of the manual paper receipts have been scanned and are available in OnBase. The Office no longer needs to rely on the outdated card catalogue system.
- 3) Chris and Maridel have reviewed all of the wills in the Office's possession and compared them with the names of the wills on the newly-created Excel spreadsheet. This comparison process was very time consuming, but necessary to make sure the records are accurate because Admin. Order 2016-114 provides that the Office is required to keep these wills for 75 years from the date they were deposited for safekeeping.

"It was only because Maridel and Chris demonstrated initiative that we were able to complete this major undertaking," Special Counsel **Jessica Fotinos** said. "It took Chris and Maridel a tremendous number of work-hours to get this done because it involved reviewing each of the hard copies of the old wills that were in the vault. However, the end result is that we now have a more secure and streamlined process for the retention and distribution of these wills."



Maridel said it was interesting to find wills that were more than 100 years old and are still in pristine condition.

"The hardest part of this project was auditing the 10,000+ wills we have on file with the existing lists to be sure they matched, and then note where they didn't match," Chris Driscoll said.

"It is very gratifying to see things are now in order and in electronic format," Maridel said. "It was something that simply needed to be done."

Both Maridel and Chris were awarded an Office CASE award for teamwork this month for the achievement of this unique project.

# The County Lines

News items from Maricopa County

## County provides a way to bring “change” to help animals



The Maricopa County Animal Care and Control has created a donation fountain on the first floor of the County Administration Building, 301 W. Jefferson. The fountain is set up so people can toss coins into the fountain in various baskets placed in the water. There is also a bigger basket for bigger donations. The donations go to help the homeless animals in the community.

## Book some time to get a free library card

The Maricopa County Library District offers free library cards to county employees. Your employee ID is your proof of residence and the card can be interoffice mailed to you. Once you sign up, you can get digital movies, music, audiobooks, ebooks, magazines and more. To sign up, visit the Library [page here](#).

In addition, last month the County Board of Supervisors voted to eliminate overdue fines – and to waive existing overdue fines – at the County’s 18 public libraries. While part of a growing national movement, MCLD is the first public library system in Maricopa County to take this step for all customers

## When it rains, it pours information into Flood Control site



The Maricopa County Flood Control District maintains 352 automated precipitation gages throughout Maricopa County and surrounding counties, which measure the amount and timing of rainfall in real-time. You can go to their page and view the precipitation data for your area and get other weather information by visiting their [website here](#).

## Northeast water bottle donations turn out to be way more than a drop in the bucket for the County Drive



Kathleen Slabaugh and a record-breaking stack of donated water bottles from NE staff

The Annual Maricopa County Bottled Water Drive is complete, and the final tally shows an all-time county record of more than **51,000 bottles**. To add further good news, the Northeast Office, led by Courtroom Services Specialist **Kathleen Slabaugh**, donated **6,312** of those bottles resulting in their Office finishing second overall in the county for donations. The County’s Transportation Department finished first with a total of 20,914 bottles. Northeast’s 6,312 donated bottles is a new Office record, surpassing last year’s record donation of 3,672. In the past three years that Kathleen has led the efforts at Northeast, more than 12,000 bottles of water have been donated.

The total amount of water bottle donations last year for Maricopa County was 35,802. The Drive was held this year in May. The county says the water donation drive provides water to the homeless in the community.

# Employee Spotlight

## This Month: **Linda Berger**



**Title:** Courtroom Services Manager / **Years with Office:** Eight years

**Something You Enjoy About Your Job:** Getting to know COC employees at all of the facilities.

**Your First Job:** Cashiering at a fast food restaurant called "Artic Circle."

**Hometown:** Riverton, Utah - in the outskirts of Salt Lake City

**Something Memorable You Have Done:** I once quickly toured eight states, traveling mostly by car (except for the planes rides to the East Coast and back) in just three days. Why? What else is there to do on a three-day weekend.

**A Hobby or Favorite Activity:** My son and I collect seashells or sand (interestingly, not every beach has seashells) from every beach we visit.

**Best Vacation Spot:** Dahab, Egypt - a small diving town on the Gulf of Aqaba.

**Favorite Meal:** Definitely pan-seared salmon with roasted asparagus.

**Favorite Place To Eat Out:** Any place where I don't have to cook or clean

and the food tastes delicious. Oh, and they have to have good cake and pie!

**Favorite Sports Team or Sport:** Racing. My husband races go-karts, my brother races dirt bikes, and I always have a good time at the race track. Though I am usually on the sidelines, it's super exciting!

**Favorite TV Show or Movie:** It is a toss-up between *Gaslight* with Ingrid Bergman and *Haunted Honeymoon*, with Gene Wilder and Gilda Radner.

**What Would You Like To Be For A Day:** A wall in random buildings throughout the world. The things I would learn.

**Something On Your Bucket List...**To spend a month at one of those meditation retreats - great food, massages, facials, meditation, lots of sleep, and no cell phone...blissful rejuvenation.

**Nobody Would Believe It If They Knew...**that I had my CDL permit and owned a long-haul flatbed.

**A Pet Peeve:** Loud and avoidable noises...like a muffler with a glass pack or full-volume, bassed out car radio at 5:37 p.m. on a Thursday. I must be getting old.

**What Advice Do You Have For A New Clerk Employee:** Don't be afraid to reach out and ask questions. We are all learning in this environment. The Office employs some of the most helpful, intelligent people I have had the pleasure of working with. Your colleagues are your best resource.

**What Do You Like To Do In Your Spare Time:** Read a good book, binge watch a great television series, go for a massage, have drinks with friends, sit on the beach...I could go on and on.

**An Ability You Wish You Had:** Teleportation - to go anywhere and everywhere in a blink of an eye.

**Your Dream Car:** An original 1965 Shelby Cobra 427 Roadster - silver, black racing stripes, and black/red interior.

**Who Would You Like To See in Concert?** I would like to see the Bee Gees. I love them!

**What Are Three Business Skills You Think Are Important:** Organization, prioritization, and efficiency.

**Who Has Been An Influential Person In Your Life And Why:** My mother. She taught me the importance and impact of a simple smile. It really can impact others in ways we never know.

**Best Advice Someone Has Given You:** If it is something outside of your control, don't waste your precious energy on worrying about it.



# The Inside Track

## on Employee News

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### BIRTHS

- Congratulations to Clerk of the Court **Jeff Fine** on the birth of his 7.5 lb. granddaughter on June 19. Her name is Emma Jean and she is Jeff's first grandchild.
- Congratulations to Court Operations Specialist **Kathryn Kruse** on the birth of her 7 lb. 6 oz., grandson in March. Her new grandchild's name is Easton Ham. He is Kathryn's first grandson. She also has a granddaughter.
- Congratulations to Courtroom Clerk **Jenelle Gooder** on the birth of her 8 lb. 13 oz. son on May 31. His name is Bennet and he is Jenelle's first child.
- Congratulations to Courtroom Clerk **Tammy Schnurr** on the birth of her 7 lb. 2 oz. granddaughter on May 8. Her name is Mia Mason and she is Tammy's first grandchild.



### OFFICE ANNIVERSARIES

The following Clerk of Court employees celebrate milestone anniversaries with the Office:

#### 30 YEARS

**Valla Wrona**

#### 15 YEARS

**Iole Ostrander**

#### 5 YEARS

**Jennifer Bailey**

### NEW EMPLOYEES

The Clerk of the Superior Court's Office welcomes the following new employees:

- **Courier - Eddy Gonzalez Ramirez**
- **Downtown Filing Counter - Sabrina Vega and Brittney Silva**
- **Durango Juvenile Courtroom Clerk - Kevin Shupe**
- **Family Support Services - Sherell Dotson and Michelle Garcia**
- **RCC/EDC (South Court Tower) - Alecia Shedler**
- **Southeast File Counter - Kristin Lehner**
- **Southeast Marriage License and Passports - Kerry DeBelle**



### HONORS/AWARDS

The **2019 CASE Awards/Service Pin Recognition Events** came to a close this month. Here are a few interesting statistics from this year's events:

- **71** service pins were distributed totalling **905** years of experience.
- More than **130** individuals were honored with a CASE Award
- The awards presented this year were: **10** Customer Service Awards; **26** Excellence Awards; **11** Leadership Awards; and **17** Teamwork Awards.

# Special Features

## Where in the world has the Record Times been?



### Newsletter takes a downtown stroll

Each month, employees are invited to submit photos of themselves with the newsletter while they are on vacation. Last month, the newsletter was seen with an employee who was indoors at a large aquarium in California. This month, it appears with an employee outdoors in a town located in the "Big Sky Country."

Pictured to the left is Courtroom Services Supervisor **Shannon Stulz**, who posed with the newsletter in Downtown Missoula, Montana. The photo is from a trip she took a while ago.

**You may submit a photo** of yourself with the *Record Times* at any time. To submit a photo:

- 1) Print the newsletter front page;
- 2) Take a photo(s) with the page during your vacation;
- 3) Email the photo to Len Keso with your name, department, and a photo description, along with any other interesting details of the photo/vacation.

Anyone who submits a photo, will receive a Maricopa County lapel pin (pictured here).



## VOTE for the All-Time Best Newsletter/Employee Photos Ever Taken

A little over a year ago, weekly Office emails titled "Times Gone By" were sent to staff showing the top photos of employees on vacation posing with the newsletter since the photo feature began in 1998. The photos were categorized by similarities and all employees were invited to vote for their favorite ones. Over the past year, the top two photos employees voted on in each category were highlighted in the newsletter.

### Now, to find out which photos are the overall best -

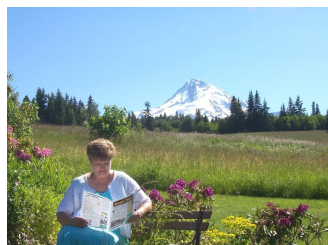
All of the pictures that have been featured as the best by category are now going to compete against one another. They have been organized by geographical location to make it easier for employees to vote on so that it can be determined which photos are the **best of the best ever taken**. This month, the top photos voted on by employees were organized into THE NORTHWEST REGION.

**\*\*View the photos below and send in your vote via email listing your favorite one\*\***

### Vote for your favorite via email (to Len Keso) - This Month: The Northwest Region



Oregon 1



Oregon 2



Seattle



Canada 1



Canada 2